User's manual

TL76008
5.8 GHz expansion handset for use with AT&T model TL76108

Congratulations

on your purchase
of this AT&T product.

Please read this user's manual for the information necessary to install your new AT&T product. For complete instructions, please refer to the manual provided with your TL76108 telephone. For customer service or product information, please visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Model #: TL76008

Type: 5.8 GHz expansion handset

Serial #: _____

(found on the bottom of the charger)

Purchase date: _____

Place of purchase: _____

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

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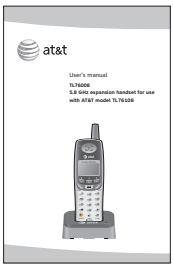
Printed in China.

Parts checklist

Save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service.

Check to make sure the telephone package includes the following items:



User's manual

Cordless handset

Charger for cordless handset with power adapter installed

Battery for cordless handset

Battery compartment cover

Belt clip for cordless handset

User's manual

TL76008

5.8 GHz expansion handset for use with AT&T model TL76108

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Quick reference guide

New message indicator

Flashes when there is a new message in the mailbox.

Softkeys

Press to select an item displayed above the key.

LINE1/FLASH, LINE2/FLASH

Press **LINE1/FLASH** to make or answer a call on line 1. During a call, press to receive an incoming call on line 1 if call waiting is activated.

Press **LINE2/FLASH** to make or answer a call on line 2. During a call, press to receive an incoming call on line 2 if call waiting is activated.

SPEAKER

Press to turn on the handset speakerphone. Press again to resume normal handset use.

OFF/CLEAR

During a call, press to hang up.
While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display.

/X-FER/INTERCOM

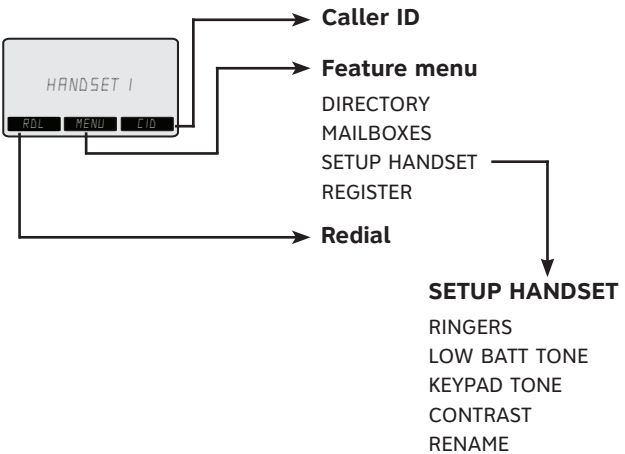
Press to begin an intercom conversation or to transfer a call.

/VOLUME

Press to adjust listening volume when on a call.

Quick reference guide

Feature menu



For complete instructions, please refer to the user's manual. If you are unable to find your manual, please visit **www.telephones.att.com** to read and/or download the manual.

Installation preparation

You must install and charge the battery before using the telephone.

See pages 6-7 for easy instructions.

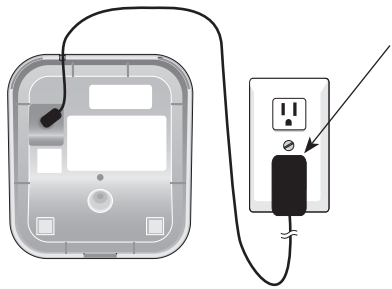
Your product may be shipped with a protective sticker covering the handset display - remove it before use.

For customer service or product information, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Avoid placing the telephone base too close to:

- Communication devices such as: television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of the washing machine or work bench.

Charger installation



IMPORTANT INFORMATION

1. Use only the power adapter(s) supplied with this product. To order a replacement power adapter, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
2. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Handset battery installation & charging

Install the battery as shown below. After installing the battery, you can make and receive short calls, but replace the handset in the telephone base or charger when the handset is not being used. For optimal performance, charge the handset battery for at least 16 hours before use. When fully charged, the handset battery provides up to approximately eight hours of talk time or four days of standby time.

Step 1

Press the tab and slide the battery compartment cover downwards.

Step 2

Insert the supplied battery as indicated. Insert the top (on contacts and tab) in first, then push downwards on the lower portion of the battery.

Step 3

Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

Handset battery installation & charging

Step 4

Charge the handset by placing it facing the front in the charger. The **CHARGE** light will be on when the handset is charging.

IMPORTANT INFORMATION

Use only the battery supplied with this product. To order a replacement or spare battery (AT&T model 102, part number 89-1324-00-00) or equivalent, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Adding & registering handsets

Before using a new TL76008 handset, you must register it with the TL76108 telephone base (purchased separately). The TL76108 telephone can accommodate up to eight cordless handsets.

The handset provided with your TL76108 is automatically registered as handset 1. Additional handsets will be assigned numbers in the order they are registered (handset 2, handset 3, and handset 4 etc.). You can register a maximum of eight handsets.

When first purchased, all optional accessory handsets will show **NO BASE SUBSCRIPTION** and **ENTER BASE ID** on the screen alternatively. The new handset may need to be charged for five minutes before registering to the telephone base.

Adding & registering handsets

MENU softkey

To register a handset to your telephone base

Make sure the handset battery is installed and charged properly. You have to enter a 15-digit telephone base ID to register the handset to the telephone base.

To find the telephone base ID and register the handset:

1. On the telephone base, press the **MENU** softkey when in idle mode to enter the feature menu. Press the ▲ or ▼ softkey to scroll to the **DISPLAY BASE-ID** menu, then press the **OK** softkey. The telephone base ID will be displayed.
2. On the handset, use the keypad buttons to enter the telephone base ID and press the **OK** softkey.
   – Press the ◀ softkey to move the cursor.
3. The handset will display **PLEASE WAIT!!** and **SEARCHING FOR BASE**. **HANDSET X** will be shown when the registration is successful.

NOTES:

1. If the registration is not successful, the display will show **NO BASE SUBSCRIPTION**. Try the registration process again.
2. If an incorrect base ID is entered, the base ID will disappear and **ENTER BASE ID** will be displayed.

Replacing a handset

You may need to de-register your handsets if:

You have eight registered handsets and need to replace a handset.

-OR-

You wish to change the designated handset numbers of your registered handsets.

You must first de-register ALL the handsets, and then re-register each handset you wish to use.

Please read carefully through all the instructions on this page before beginning the de-registration process.

MENU softkey

To de-register all handsets

You can de-register all handsets on the telephone base only.

1. Press the **MENU** softkey when in idle mode to enter the feature menu.
2. Press the ▲ or ▼ softkey to scroll to the **SETUP BASE** menu, then press the **OK** softkey.
3. Press the ▲ or ▼ softkey to scroll to the **DEREGISTER ALL** menu, then press the **SET** softkey.
4. The screen will display **DO YOU REALLY WANT TO DEREGISTER ALL HANDSETS?**. Press the **YES** softkey to confirm or press the **NO** softkey to return to the previous screen.

Replacing a handset

To de-register all handsets

5. All handsets will display **NO BASE SUBSCRIPTION** and **ENTER BASE ID** on the screen alternatively when de-registration is successful.
6. To re-register the handset(s) to the telephone base, follow the registration instructions on page 9.

NOTE: If the de-registration process is not successful, please try again.

Belt clip & optional headset

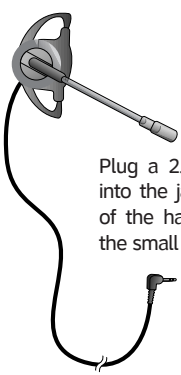
Installation

Snap the belt clip into the retaining tabs on both sides of the handset as shown in the figure.

Removal

Gently lift either of the belt clip retaining tabs, shown in the figure, outwards to remove the belt clip from the handset.

For handsfree telephone conversations, you can use any industry standard 2.5 mm headset (purchased separately). For best result, use an AT&T 2.5 mm headset. To purchase a headset, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111.** In Canada, dial **1 (866) 288-4268.**



Plug a 2.5 mm headset into the jack on the side of the handset (beneath the small rubber flap).

Lift the rubber flap here.

Left side of handset

Maintenance

Taking care of your telephone

- Your cordless telephone contains sophisticated electronic parts, so it must be treated with care.
- Avoid rough treatment.
- Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

- Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

Important safety information

This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There may be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the telephone base is also away from the area.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, see the Troubleshooting section on pages 28-37 of this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** on pages 23-26. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.

Important safety information

- **Replace batteries only as described in your user's manual.** Do not burn or puncture batteries — they contain caustic chemicals.
- **This power adapter is intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

Caution: Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Especially about cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.**
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

Important safety information

- **Rechargeable batteries:** This product contains either nickel-cadmium or nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal-hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle Nickel-metal-hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1-800-8-BATTERY for locations accepting spent Ni-MH batteries.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Important safety information

PACEMAKER PATIENTS

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

SAVE THESE INSTRUCTIONS

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

FCC Part 68 and ACTA

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

FCC Part 68 and ACTA

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

FCC Part 15

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied AT&T belt clip.

This Class B digital apparatus complies with Canadian ICES-003.

Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, call **1 (866) 288-4268**.

1. What does this limited warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?

During the limited warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

Limited warranty

3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or

Limited warranty

- PRODUCT returned without valid proof of purchase (see item 6 below); -or-
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

5. How do you get warranty service?

To obtain warranty service in the United States of America visit **www.telephones.att.com** or call **1 (800) 222-3111.** In Canada, call **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual; a check of the PRODUCT controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty to you, transportation, delivery or handling charges prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service? You must:

a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
b. Include "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
c. Provide your name, complete and correct mailing address, and telephone number.

Limited warranty

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band (handset to telephone base)	5744 MHz — 5825 MHz
RF frequency band (telephone base to handset)	5744 MHz — 5825 MHz
Channels	95
Operating temperature	32°F — 122°F 0°C — 50°C
Telephone base voltage (AC voltage, 60Hz)	96 — 144 Vrms
Telephone base voltage (AC adapter output)	8 VDC
Handset voltage	2 — 3 VDC
Charger voltage (AC adapter output)	8 VDC
Replacement battery	3.6V 800mAH

5.8 GHz digital spread spectrum frequency hopping technology

This technology digitally transmits your voice across multiple channels in both the 5.8GHz frequencies to provide enhanced range, ultimate sound clarity and advanced privacy against eavesdropping on your calls, while not interfering with wireless routers.

Telephone operating range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over only a certain distance — which can vary with the locations of the telephone base and handset, the weather, and the construction of your home or office.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at **www.telephones.att.com**, or call **1 (800) 222–3111**. In Canada dial **1 (866) 288-4268.**

My phone doesn't work at all.	• Make sure the power cord is securely plugged in. • Make sure that the battery connector is securely plugged into the cordless handset. • Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack. • Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to its base when not in use. • Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset. • You may need to purchase a new battery, please refer to **Handset battery installation and charging**, pages 6-7, in this user's manual.
I cannot get a dial tone.	• First try all the suggestions above. • Move the cordless handset closer to the telephone base. You might have moved out of range.

Troubleshooting

- If the previous suggestions don't work, disconnect the telephone base from the telephone jack and connect to a different phone. If there is no dial tone on that phone either, the problem is in your wiring or local service. Contact your local telephone company.
- Your line cord might be malfunctioning. Try installing a new line cord.

I cannot dial out.

- First try all the suggestions above.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.
- If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply).

Troubleshooting

My cordless handset isn't performing normally.	• Make sure the power cord is securely plugged into the telephone base. Plug the unit into a different, working electrical outlet not controlled by a wall switch. • Move the cordless handset closer to the telephone base. You might have moved out of range. • Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset. • Other electronic products can cause interference to your cordless phone. Try installing your phone as far away from these types of electronic devices as possible: television sets, VCRs, or other cordless telephones.
SEARCHING FOR BASE displays on my cordless handset.	• Ensure that the telephone base is powered up. • Wait for one minute to allow the cordless handset and base to resynchronize. • Reset the telephone base. Unplug the unit's electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.

Troubleshooting

	• Other electronic products can cause interference with your cordless phone. Try installing your phone as far away from these types of electronic devices as possible: television sets, VCRs, or other cordless telephones.
The batteries will not hold a charge.	• If the cordless handset is in its telephone base or charger and the charge light does not come on, refer to **The charge light is off** in this **Troubleshooting** guide. • Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to its base when not in use. • You may need to purchase a new battery. Please refer to **Handset battery installation and charging**, pages 6-7, in this user's manual.

Troubleshooting

I get noise, static, or weak signal even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (Digital Subscriber Line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter will prevent noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products can cause interference to your cordless phone. Try installing your phone as far away from the following electronic devices as possible: television sets, VCRs, or other cordless telephones.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your phone is plugged in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this solves the problem, re-locate your phone or modem farther apart from one another, or use a different surge protector.

Troubleshooting

	• Relocate your phone to a higher location. The phone will likely have better reception when not installed in a low area. • If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply).
I hear other calls while using my phone.	• Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone company.
My cordless handset does not ring when I receive a call.	• Make sure that the ringer is not turned off. Refer to the section(s) on ringer selection in this user's manual. • Make sure the telephone line cord is plugged securely into the telephone base and the telephone jack. Make sure the power cord is securely plugged in. • The cordless handset may be too far from the telephone base. • Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to its base when not in use.

Troubleshooting

- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably on an upper floor.
- If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, the problem is the phone jack. Contact your local telephone company (charges may apply).
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from electronic devices like television sets, VCRs, or other cordless telephones.
- Re-install the battery, and place cordless handset in the telephone base. Wait for the cordless handset to re-establish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord might be malfunctioning. Try installing a new line cord.

Troubleshooting

My calls fade out or cut in and out while I'm using my cordless handset.	• Other electronic products can cause interference with your cordless phone. Try installing your phone as far away from the following electronic devices as possible: television sets, VCRs, or other cordless telephones. • Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating. • If your phone is plugged in with a modem or surge protector, plug the phone (or modem/ surge protector) into a different location. If this doesn't solve the problem, re-locate your phone or modem farther apart from one another, or use a different surge protector. • Relocate your telephone base to a higher location. The phone will have better reception when not installed in a low area. • If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your local telephone company (charges may apply).
The charge light is off.	• Make sure the power and line cords are plugged in correctly and securely. • Unplug the unit's electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.

Troubleshooting

	• Clean the cordless handset and telephone base charging contacts each month using a pencil eraser or cloth.
My caller ID isn't working.	• Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone. • Your caller must be calling from an area that supports caller ID. • Both you and your caller's telephone companies must use caller ID compatible equipment. • If you subscribe to high-speed Internet service (Digital Subscriber Line - DSL) through your telephone line, you must install a DSL filter between the telephone base and the telephone wall jack. The filter will prevent noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Troubleshooting

System does not receive caller ID when on a call.	• Make sure you subscribe to caller ID with call waiting features services provided by your local telephone company. Caller ID features will work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

Common cure for electronic equipment.	If the unit does not seem to be responding normally, try putting the cordless handset in its base. If it does not seem to respond, do the following (in the order listed): • Disconnect the power to the telephone base. • Disconnect the cordless handset battery, and spare battery, if applicable. • Wait a few minutes. • Connect power to the telephone base. • Re-install the battery, and place the cordless handset into the telephone base. • Wait for the cordless handset to re-establish its connection with the telephone base. Allow up to one minute for this to take place.

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